

Frequently Asked Questions

1. Q. What do we need to provide to DHHS for adding new users?
 - A. We need the following information
 - Contact person and telephone number
 - Person's name (We need every one who will be entering birth defects) {If you currently enter births please indicate so.}
 - Person's work telephone number
 - The facility location and name
 - The address of the facility
 - The e-mail of each person
 - Their normal work hours and days
2. Q. What happens after DHHS receives your new user request?
 - A. Once we receive your information, we will contact our DHHS Help Desk.
 - ❖ The DHHS Help Desk will provide us your user id and we will then add you to the system.
 - ❖ Expect a call from the DHHS Help Desk to help you down load the Citrix client.
 - ❖ They will help get you logged on to the system.
 - ❖ Once that happens, you will be contacted to set up a training date and time
3. Q. Why do I get a blank defect item?
 - A. If you are not on the defect case when you enter a new defect item you will get blanks for the child's name and date of birth.
4. Q. How do I rectify that?
 - A. There are several ways.
 - The easiest way would be to contact the Nebraska Birth Defect Registry and provide detailed information.
 - On the bottom of the blank defect item you can give the child's name and date of birth.
 - If you get a blank defect item just exit out of the defect item by clicking on the X in the top right hand corner and the defect will not be saved.
5. Q. What if I am not sure of an ICD 9 code which has been assigned?
 - A. Any of the following would work
 - In the note area give a description of the birth defect
 - You can e-mail or call the Nebraska Birth Defect Registry and talk to Nila and explain what you have done.
6. Q. Do I have to report the defect if our hospital has already reported it?
 - A. If you have reported the defect before you do not need to report it again.
7. Q. If the defect has been reported before do I need to report it again?
 - A. If a defect has been reported before but not by your facility, you need to enter that defect item.

8. Q. Can I enter multiple birth defects?

A. Yes.

- You have to be on the defect case each time you add a new defect item.
- You can only enter one defect at a time from the defect case.
- After you save the defect item and exit, you can go back to the defect case and enter another new defect item.

9. Q. Can I create a birth defect case from the birth certificate?

A. Yes.

- Search for the birth certificate and display it
- Do a File, New, Defect Case
- Save it

10. Q. Which way is the best way to do a search for a child?

A. That depends on you and the way you wish to do it.

- ❖ Typically, I always search for a birth defect case first.
- ❖ The reason why is because if there is one already created, you will need only to enter the new defect item, save it, and you're done.

11. Q. Who do I call if I have forgotten my password?

A. Either contact the Vital Records Help Desk 402-471-8275 from 8:00 A.M. to 5:00 P.M. or Nila Irwin in the Nebraska Birth Defect Registry 402-471-0354 from 7:00 A.M. to 3:30 P.M.